

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814

March 26, 1987



ALL COUNTY INFORMATION NOTICE NO. 1-21-87

see publication

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: AFDC Corrective Action Plan

Attached for your information is a copy of California's AFDC Quality Control Corrective Action Plan for the period October 1985 through September 1986. This plan was provided to the Department of Health and Human Services as required by federal regulations.

The federal sample Quality Control (QC) findings show a decrease in the statewide unregressed dollar error rate from 4.1 percent for the six-month period ending March 31, 1986, to 3.0 percent for the period ending September 30, 1986. I am pleased to see that last period's error rate did not signal the beginning of a significant upward trend.

An analysis of the data shows that two error elements, Monthly Reporting and Wages and Salaries, constitute more than one-third of the total error rate. In terms of misspent dollars these two error elements constitute almost 40 percent of the total. In the previous period they constituted only somewhat more than 25 percent of the total. These trends, particularly for Monthly Reporting, are cause for concern.

We were pleased to find that the state sample findings show that 26 of the 36 QC counties have an error rate at or below the three percent federal performance standard. I note with concern, however, that eight of the 10 counties with error rates above 3.0 percent reported error rate increases for the most recent six-month period. Please refer to Chart 9 on page 14 of the Plan for a display of QC counties' error rates. Of additional importance is that among county findings, the error element of Monthly Reporting is also high. Fourteen counties identify it as their highest or second highest source of error.


Although the statewide corrective actions discussed in the Plan address all error elements in general, we feel that certain of these actions will have particular effect in reducing errors in the

elements of Monthly Reporting and Wages and Salaries. These include the planned corrective actions entitled Quality Control/Corrective Action Awareness Training and Agency Failure to Take Action. The revision of the CA-2 and CA-7 forms and systems discussed in Part IV of the Plan should also contribute to reductions of both client and agency errors.

We are also proposing actions to minimize federal differences in QC rereviews, recognize county performance, and facilitate the conduct of regional and individual county corrective action workshops. Part II of the Plan describes these actions. Part IV of the Plan highlights several innovative county actions, beginning on page 43. I particularly want to draw your attention to these activities, which may be helpful to other counties' corrective action efforts.

Your commitment to corrective action is recognized and appreciated. I am confident that our mutual efforts toward error reduction will not only reverse new upward trends but will bring us to a statewide error rate well within the federal performance standard.

Please direct your questions or comments about the Plan to Mr. Charles Marvin, Chief, Corrective Action Bureau or your staff may contact your county's Corrective Action Consultant at (916) 445-4458.



LINDA S. McMAHON
Director

Attachment

cc: CWDA